

# Installing Invida Mobile

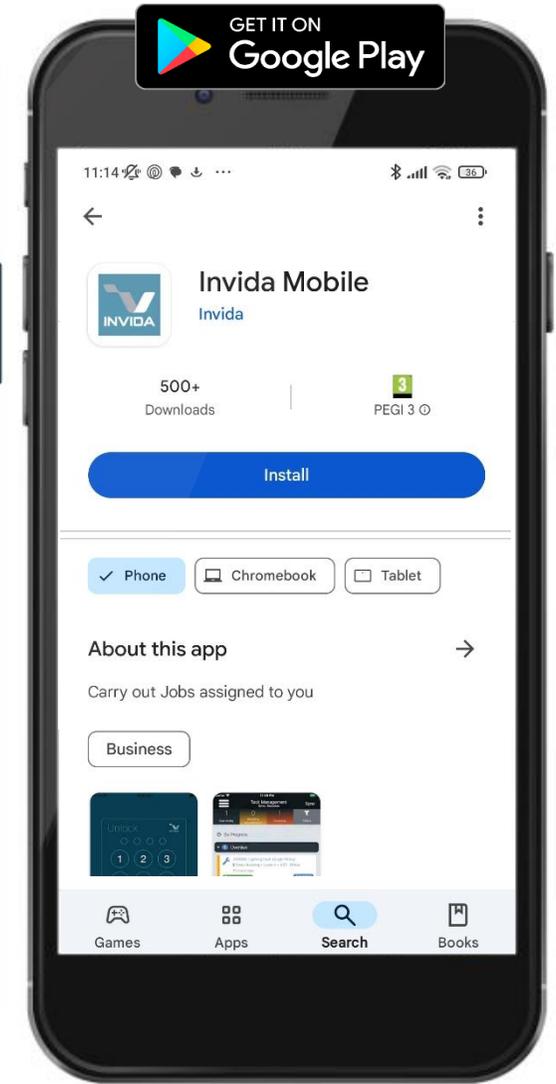
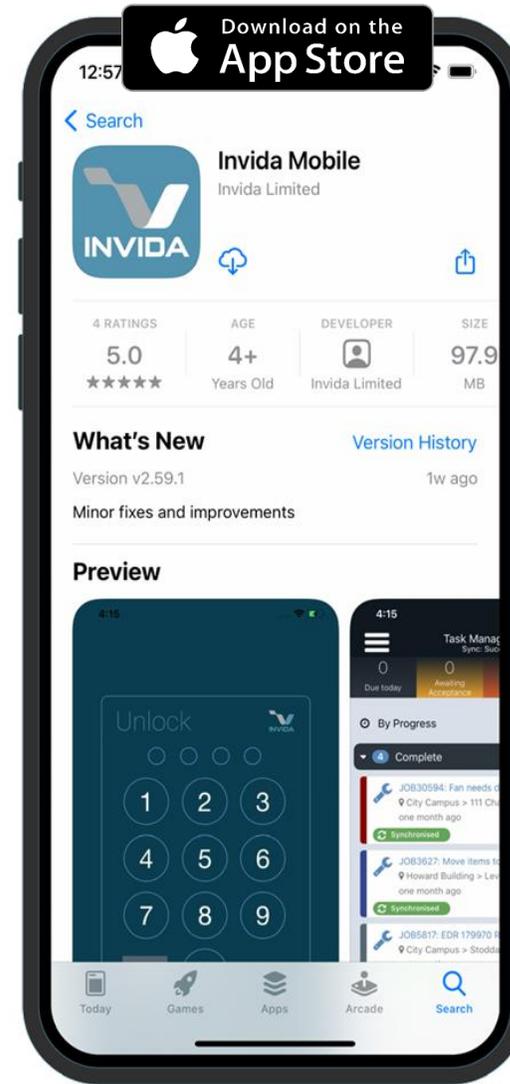
Search for and install the free *Invida Mobile* app from your device's app store.

(Make sure you choose *Invida Mobile*, not *Invida Resolve*.)

Once installed, the app icon will appear on your device:



Invida Mobile



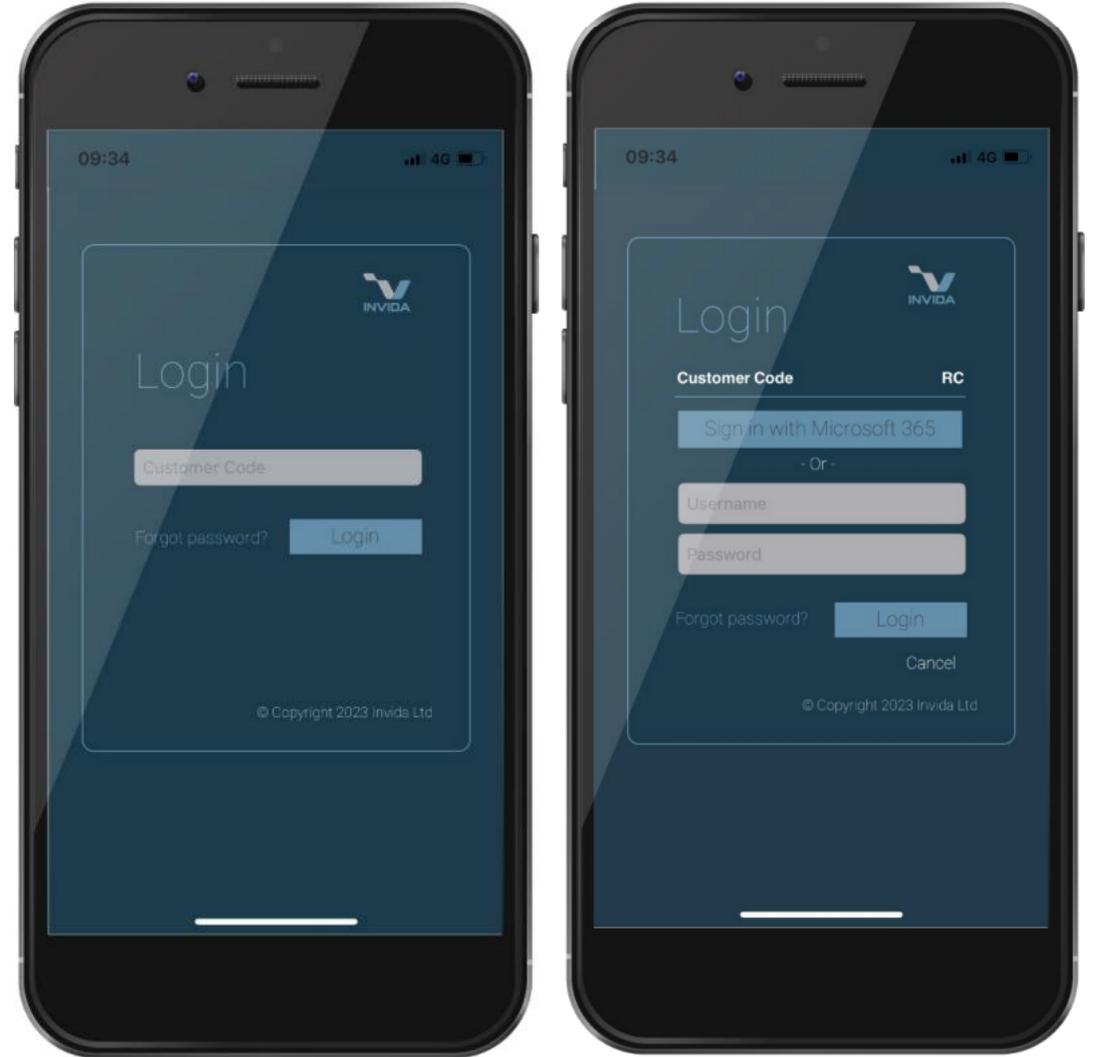
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# Logging in to INVIDA

Enter the *Customer Code: UOC*

Sign in with the email and password configured within your INVIDA *User Account*.

When logging in for the first time you will be asked to set a 4-digit PIN, which is all that is needed in future.

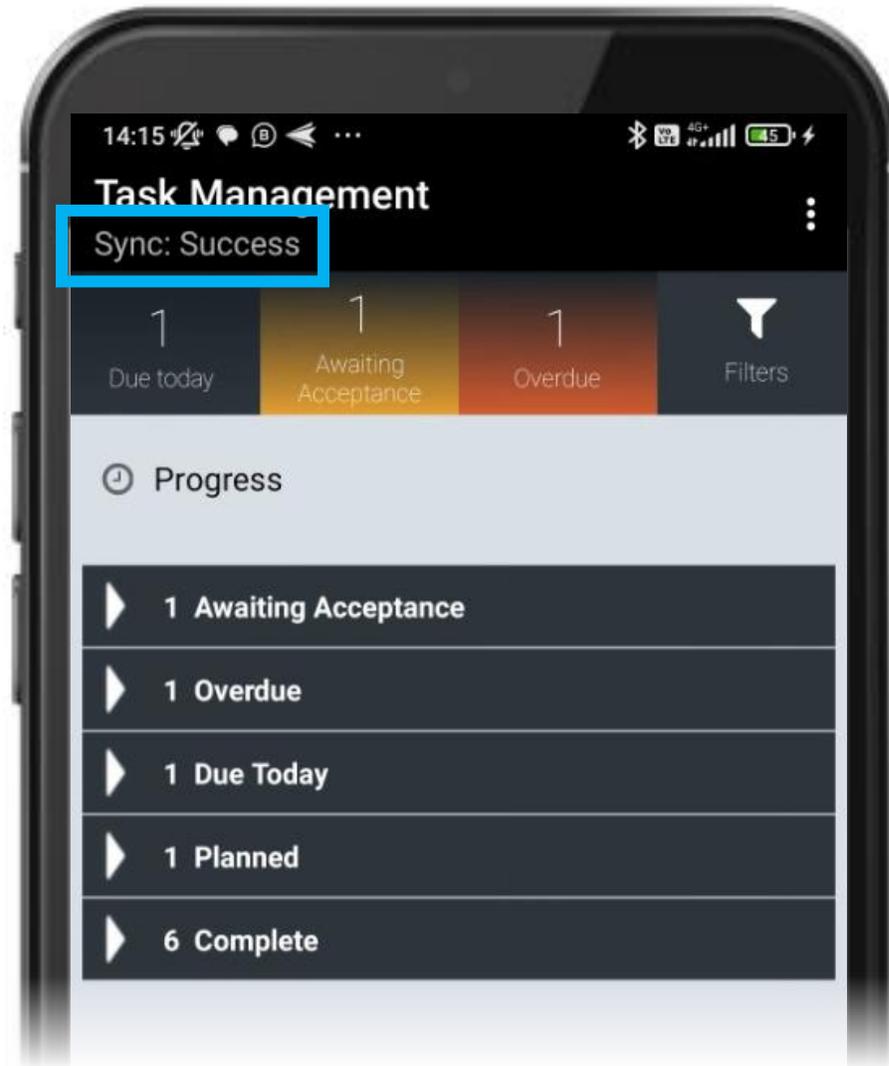
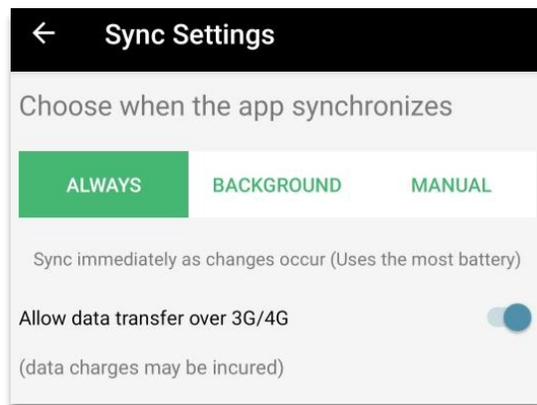


# Task Management

## Sync

*Success:* Device is in sync with the Invida cloud and other *Users*.

Tap  (or iPhone lines) to access *Sync Settings*:



iPhone layout has lines top left, instead of dots top right.

# Task Management

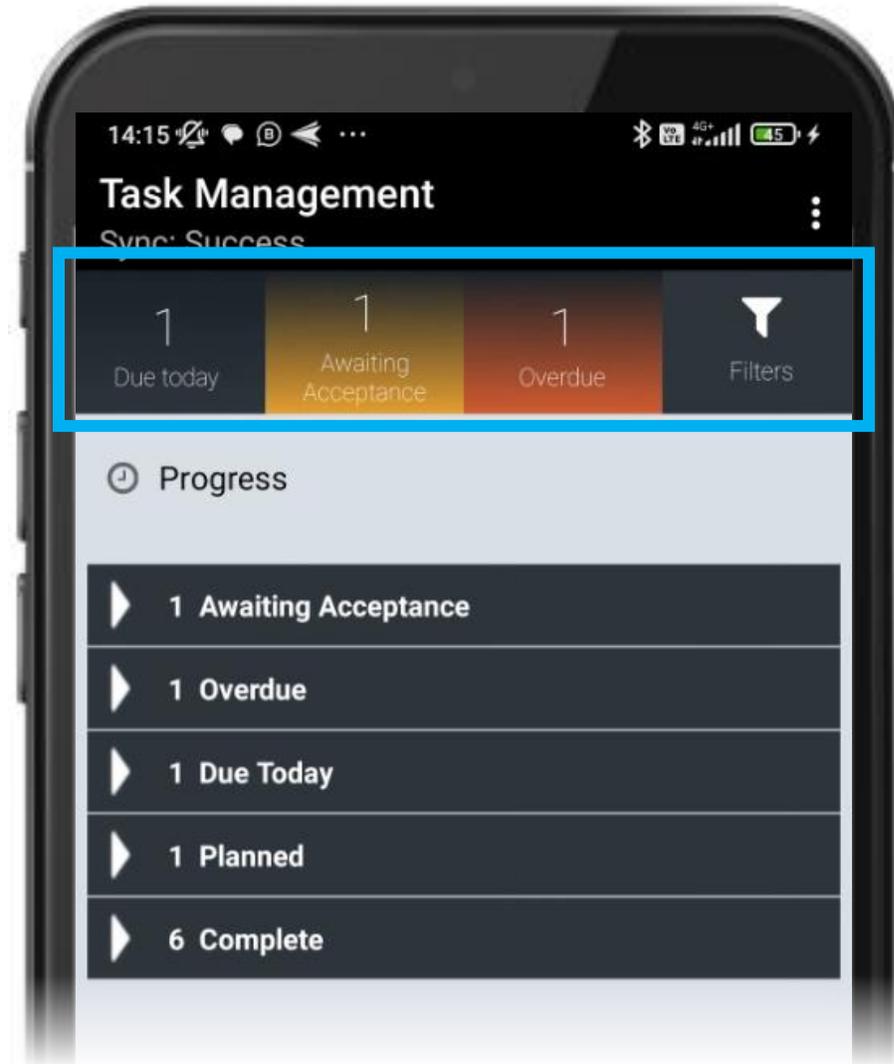
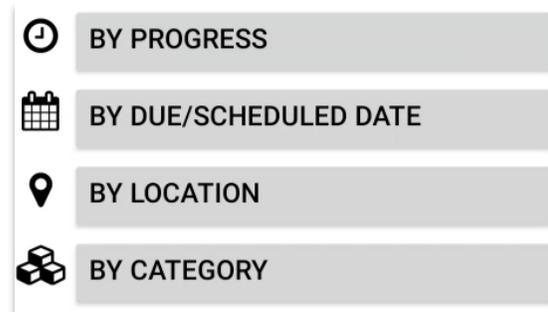
## Status bar

Summary of *Jobs* assigned to you.

Tap tiles to filter.

Tap  to close filter and return to home screen.

Tap *Filters* to search, or filter *Jobs* ...

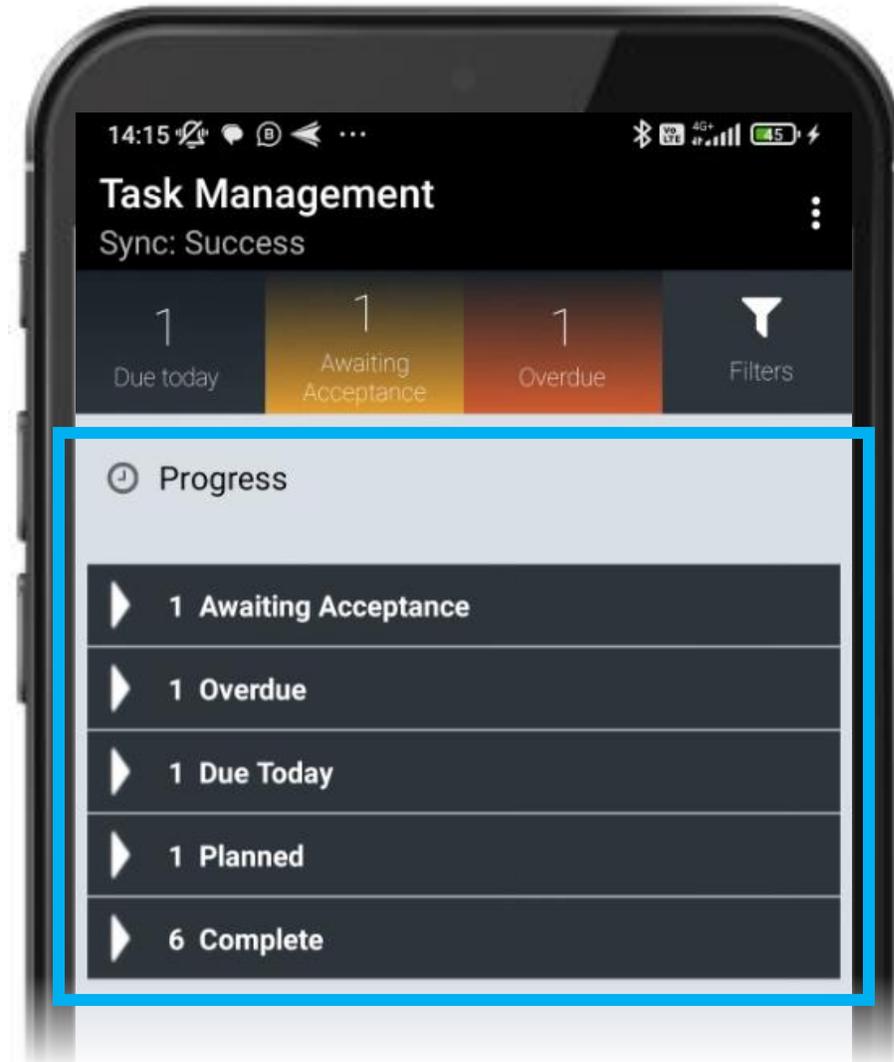


# Task Management

## Progress groups

Tap on a heading to expand and show *Jobs*.

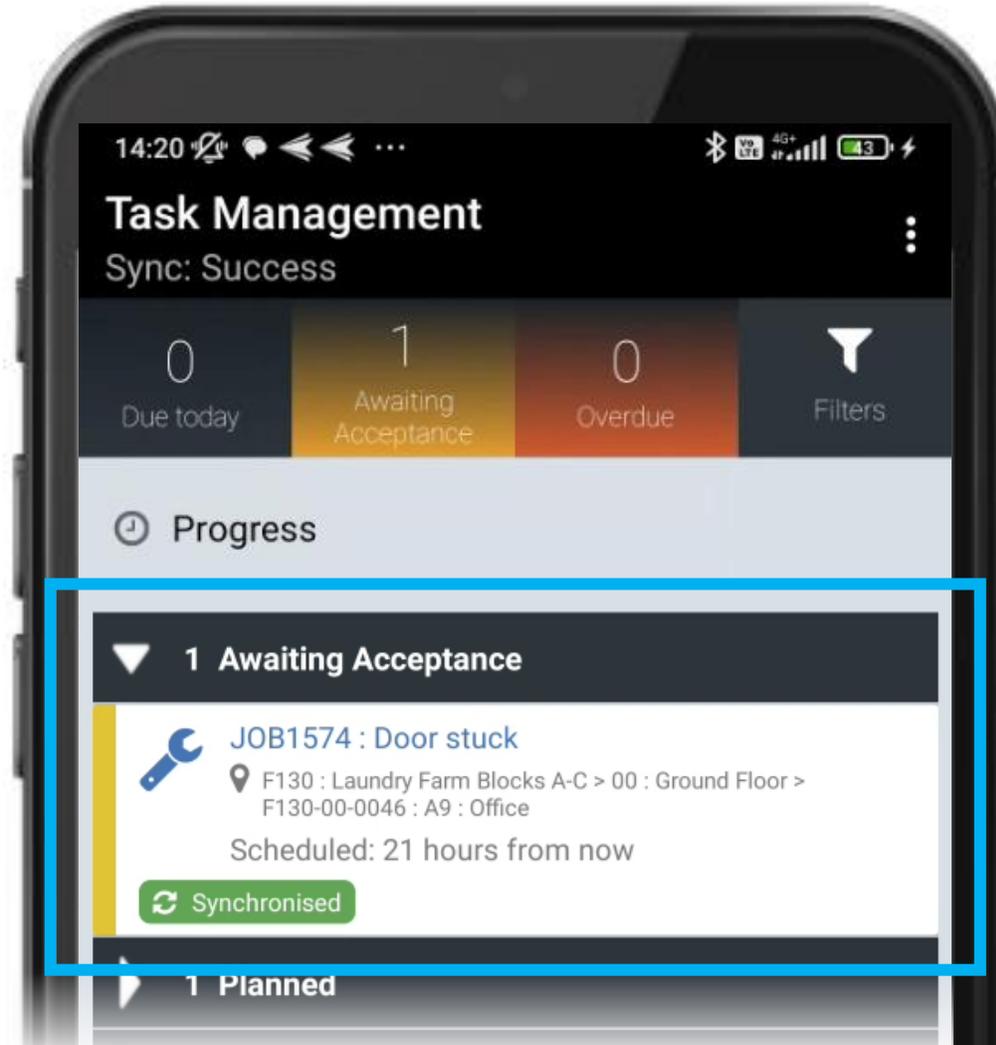
*Use Filters (previous page) to change groupings.*



# Task Management

## Progress groups

Tap on a heading to expand and show *Jobs*.



# Job Summary overview

## Job Priorities & SLAs



JOB1574 : Door stuck  
F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >  
F130-00-0046 : A9 : Office  
Scheduled: 21 hours from now  
Synchronised

Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days =  
working  
days

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# Job Summary overview

## Job Type



Reactive



Planned



Follow on



**JOB1574 : Door stuck**

📍 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >  
F130-00-0046 : A9 : Office

Scheduled: 21 hours from now



Synchronised

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# Job Summary overview

## Job Ref



**JOB1574 : Door stuck**

📍 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >  
F130-00-0046 : A9 : Office

Scheduled: 21 hours from now

 Synchronised

# Job Summary overview

## Location

- A – Old Schools
- B – Old Press
- C – Scroope House
- D – Downing Site
- E – Old Addenbrookes
- F – North West Sector
- H – Addenbrookes Site
- K – North City
- L – South City
- M – New Museums Site
- N – Eddington
- Q – Out of Cambridge
- R – Lords Bridge
- S – Sidgwick Site
- T – Madingly Rise Site
- W – West Cambridge Site

IOR1574 : Door stuck

F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >  
F130-00-0046 : A9 : Office

Scheduled: 21 hours from now

Synchronised

Site      Building      Floor      Room/Space

↓      ↙      ↘      ↓

**E 0 5 2 - 0 6 - 0 0 0 4 : W 6 . 1 6 Office**

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# Job Summary overview

## Scheduling



A job summary card with a yellow vertical bar on the left. It features a blue wrench icon, the job title 'JOB1574 : Door stuck', a location pin icon, and the address 'F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0046 : A9 : Office'. A blue-bordered box highlights the text 'Scheduled: 21 hours from now'. At the bottom, there is a green button with a refresh icon and the text 'Synchronised'.

 **JOB1574 : Door stuck**  
 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >  
F130-00-0046 : A9 : Office

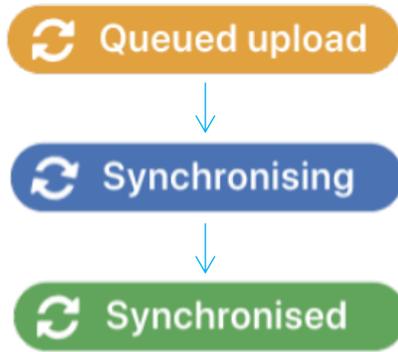
Scheduled: 21 hours from now

 Synchronised

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# Job Summary overview

## Sync status

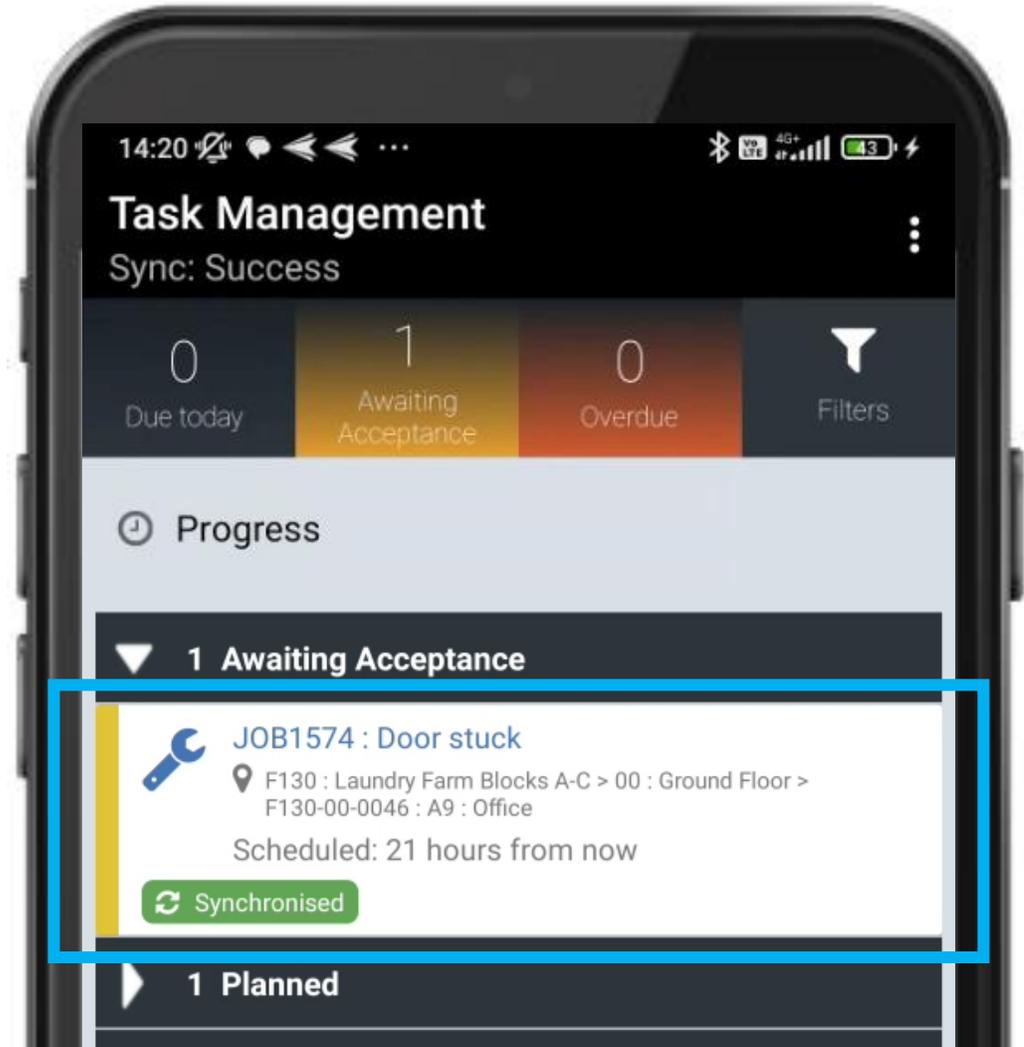


A job summary card with a yellow vertical bar on the left. It features a blue wrench icon, the job title 'JOB1574 : Door stuck', a location pin icon, and the address 'F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0046 : A9 : Office'. Below this, it says 'Scheduled: 21 hours from now'. At the bottom, there is a green button with a circular refresh icon and the text 'Synchronised', which is highlighted with a blue border.

If the Job is not badged as Synchronised, see page 3 above.

# Starting a Job

Tap *Job* in the *Awaiting Acceptance* section to open it



# Reject Job

Tap *Reject*

iPhone: Choose from list presented or tap 'Other' to enter own reason.

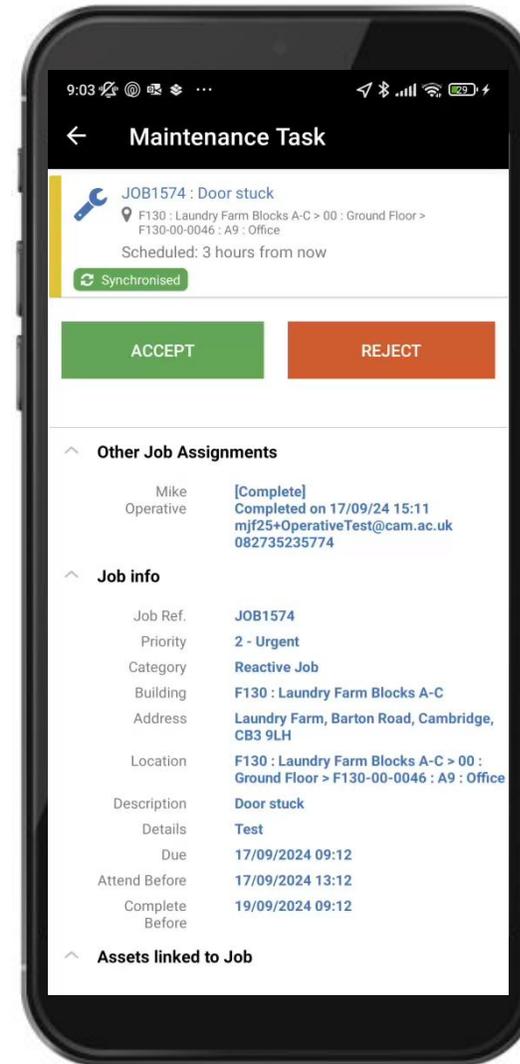
Android: Enter own reason:

**Reject Job**  
Please provide a reason:

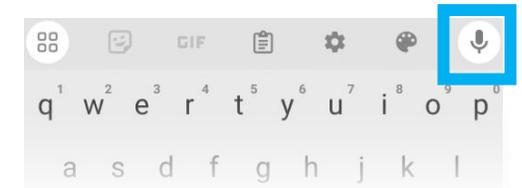
Not available

CANCEL REJECT

The *Job* status will then show: **Rejected**



Note:  
Inputs can be dictated



# Accept Job

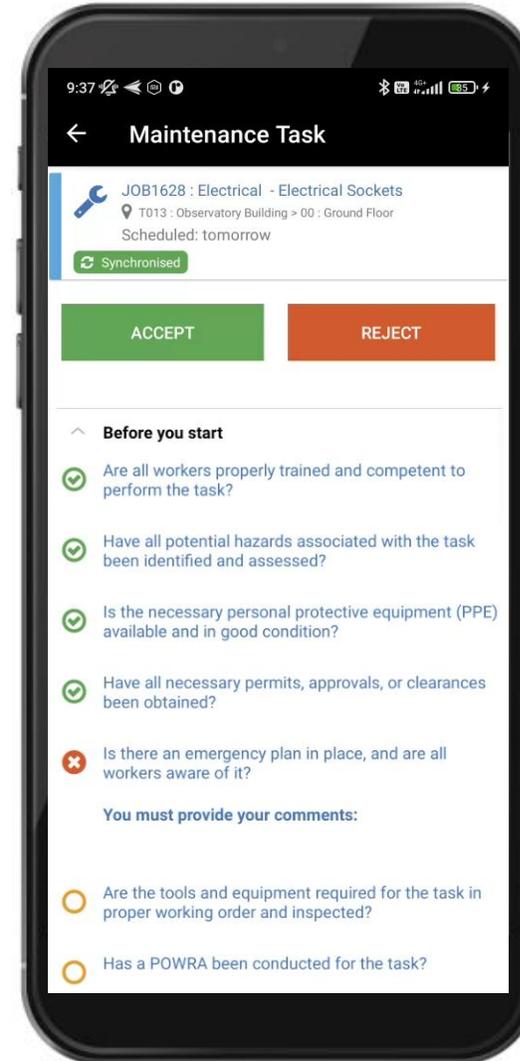
Tap *Accept*

The *Job* status will then show: **Accepted**

## Before you start

Tap each question to agree, or tap twice to disagree with comment.

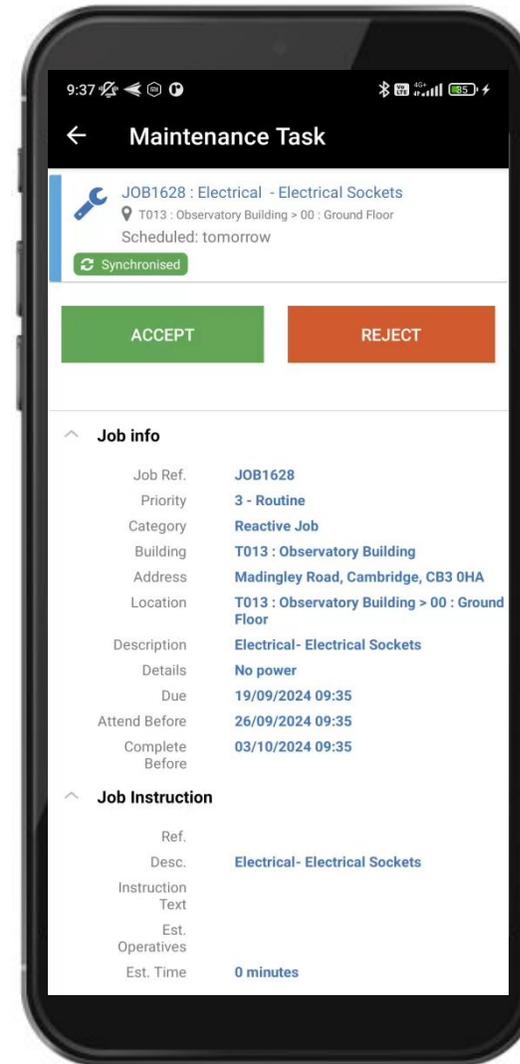
Note: This will need to be done when onsite.



# Job & Ticket Info

Find *Job Info* to see details including full address and postcode.

Find *Ticket Info* to see details including contact name, email and phone number.



# Portfolio – Elements & Assets

- 1 – Facilitation works (temp.)
- 2 – Superstructure
- 3 – Internal finishes
- 4 – Fittings, furnishings and equipment
- 5 – Services
- 6 – Prefab buildings
- 7 – Works to existing buildings
- 8 – External works
- 9 – Maintenance contractor's management and admin costs
- X - Unclassified

Services



**5.4.1.1.3**

Water installations

Mains water supply

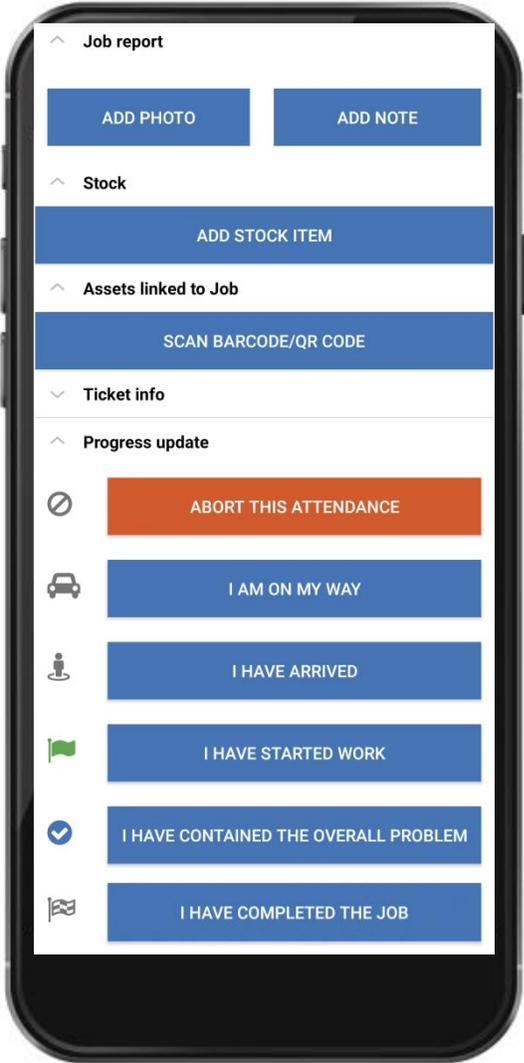
Water meters (internal)

# Progress update

Tap: 

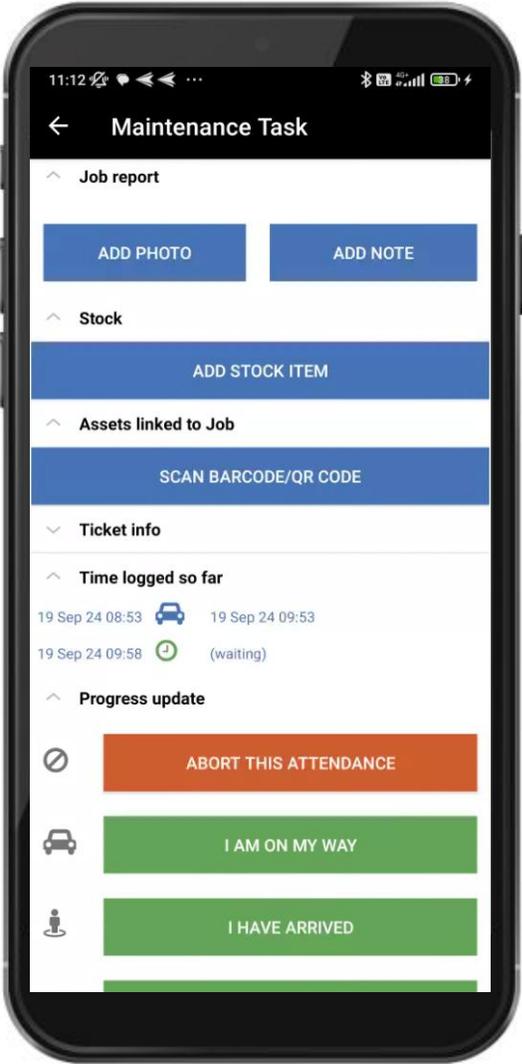


Note: The *Before You Start* questions will need completing first, when onsite. Travel times can then be changed if necessary.



# Carrying out Job

Add photos & notes  
(at any point)

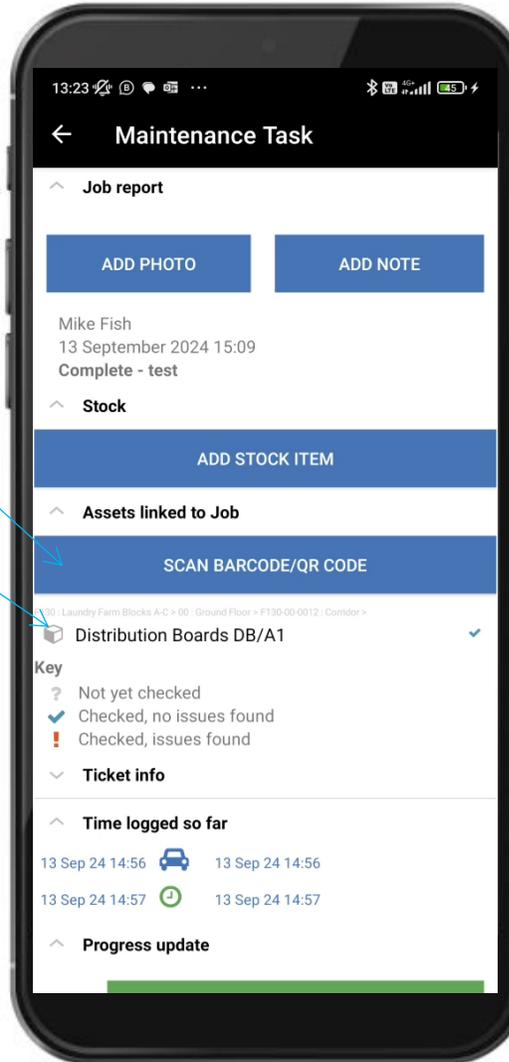


# Carrying out Job (cont.)

Link Asset by scanning QR Code

When linked, details will appear

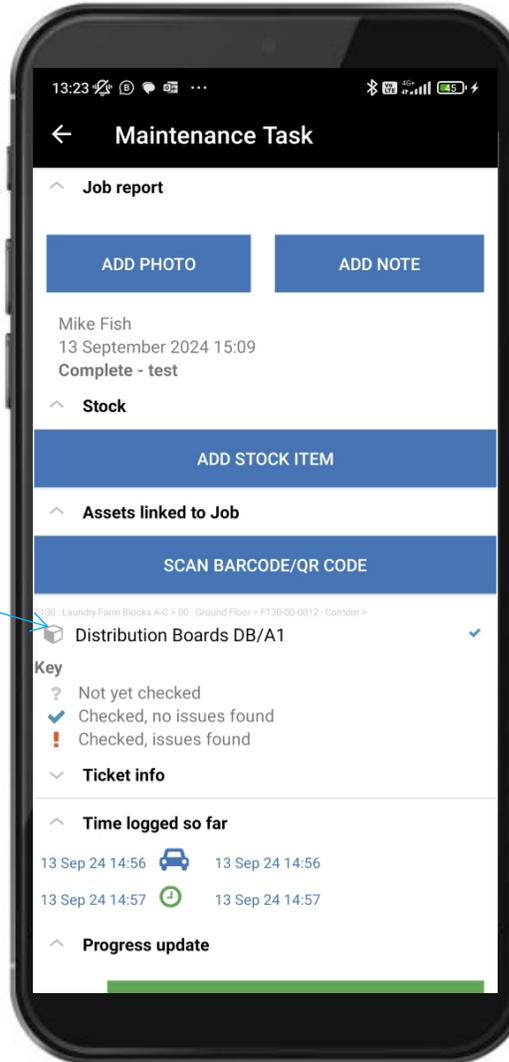
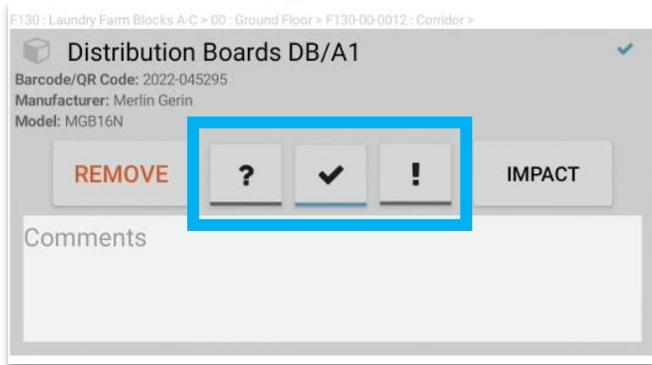
Note: Asset may already have been scanned when ticket was raised, or added by control centre, and so details logged.



# Carrying out Job (cont.)

To update the *Asset's* status, tap on its name

Select icon and add comment

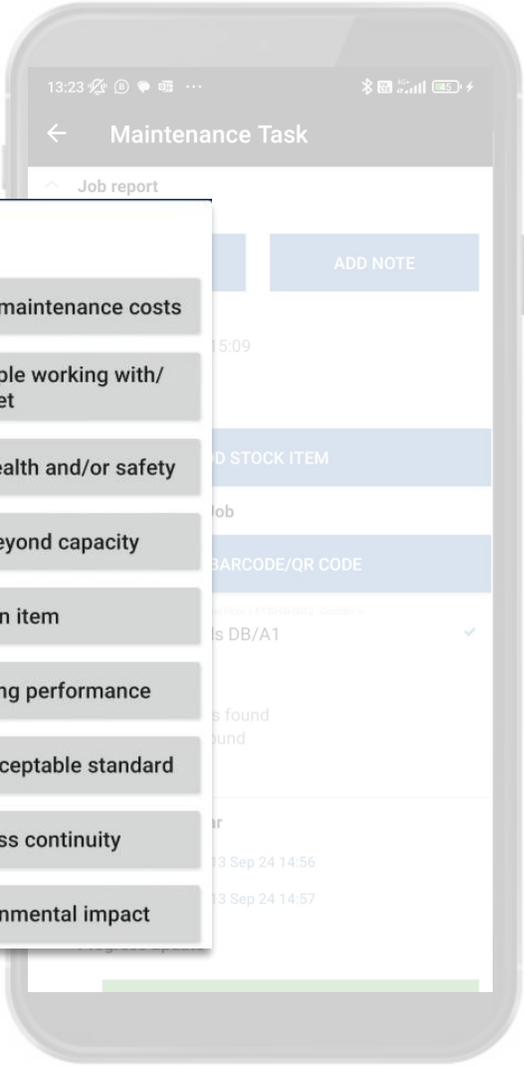


# Carrying out Job (cont.)

Tap IMPACT to pick from list:



- Pick Impact**
- Potential increased running/maintenance costs
  - Causing discomfort to people working with/ around asset
  - Causing increased risk to health and/or safety
  - Overloaded/operating beyond capacity
  - Fault identified in item
  - Loss/reduction in operating performance
  - Appearance/finish not to acceptable standard
  - Causing risk to business continuity
  - Causing increased environmental impact



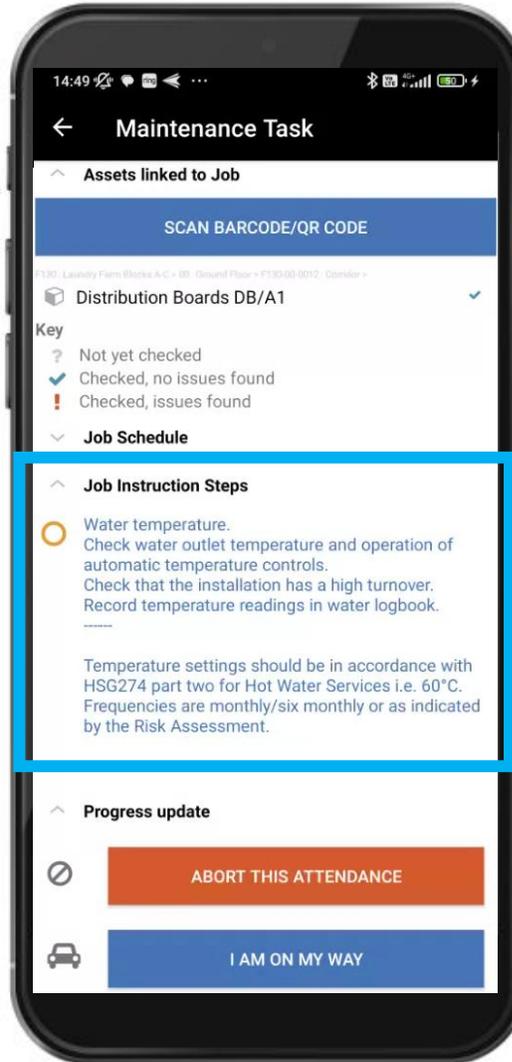
# Carrying out Job (cont.)

A Job may have *Instruction Steps* listed.

Tap  repeatedly to change to:

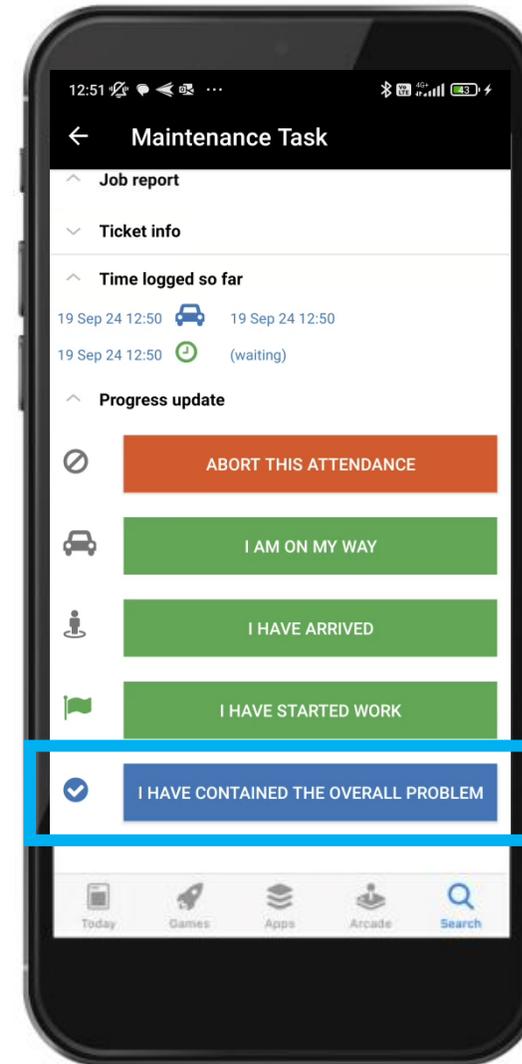
-  Complete
-  Part complete
-  Not started
-  Not applicable

A comment can be added for each



# Problem contained (cont.)

You can optionally tap to indicate if the issue (e.g., leak or H&S risk) has been contained.



# Completing Job

When finished, check times, select the appropriate option and save, adding comment if needed:

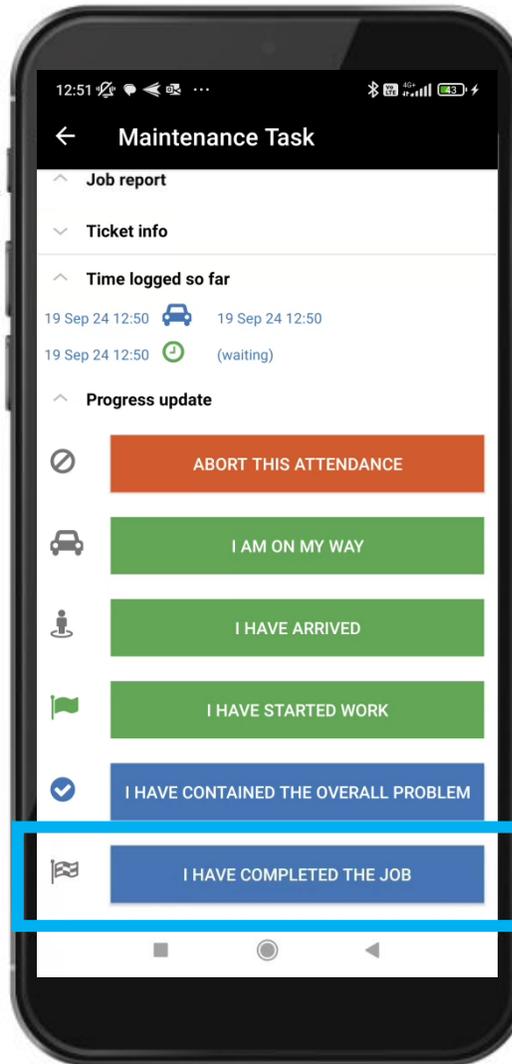
Work start time  
19 Sep 24 12:55

Work finish time  
19 Sep 24 12:55

What should happen next?

- I NEED TO COME BACK ANOTHER TIME
- SOMEONE ELSE NEEDS TO ATTEND
- THE OVERALL JOB IS NOW COMPLETE

CANCEL SAVE



Note: End of Task Review questions may need answering.